

**DIRECTOR OF INTERNAL AFFAIRS  
STUDY GUIDE**

An examination for the class of **DIRECTOR OF INTERNAL AFFAIRS** will consist of two parts which will be administered during separate exam sessions. The multiple-choice examination will be administered during the first exam session at **11:30 a.m.** on **August 3, 2009**, and a job simulation exercise will be administered during the second exam session on **August 3, 2009**, beginning at **2:00 p.m.** You must take both parts of the examination in order to receive a grade, although the primary weighting of the total exam results will focus on the multiple-choice examination. A complete description of the subject areas to be evaluated follows:

**PART I**

**WRITTEN EXAMINATION**

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>MANAGEMENT</b>  Knowledge of the principles of effective management including research, planning, and directing departmental operations; personnel management; training; and financial management, including budget preparation and overseeing the expenditure of budgeted funds.	42.7%
<b>RECORDS/REPORTS/CORRESPONDENCE</b>  Knowledge of effective records-management practices, including preparation, content, format, control, and retention, and knowledge of effective report preparation procedures, including the compilation and organization of data into an effective written format for reports or official correspondence.	21.3%
<b>PUBLIC RELATIONS</b>  Knowledge of effective public relations practices which foster a positive public image of the department through contact with the media, other agencies, and the public.	14.4%
<b>INTERNAL AFFAIRS INVESTIGATION</b>  Knowledge of the procedures for conducting an internal affairs investigation, including interview techniques; testifying in court; and knowledge of civil service law and departmental policies in order to investigate any alleged violation.	21.3%

**PART II**

## **DIRECT WRITING EXERCISE**

Ability to effectively communicate in writing in the form of reports, correspondence, or memoranda, by analyzing the problem and potential responses, gathering and organizing supporting data, and composing the written document to accomplish the desired objective.

This portion of the examination is a management simulation exercise. You will be asked to respond by letter to a particular problem based upon your administrative ability and other information which will be provided to you. Your grade on this portion of the examination will be based not only on your writing skills, but also on your management skills in deciding how to handle the problem, as well as your public relations ability in handling a sensitive issue. The following dimensions will be used to evaluate your written response:

## **SUBJECT AREA/KNOWLEDGE**

### **NO. 1 - WRITTEN COMMUNICATIONS:**

Ability to communicate a particular message in written form by using appropriate syntax, correct grammar, and punctuation. Ability to appropriately organize the written communication for clarity and to achieve its desired purpose.

### **NO. 2 - CONTENT PROBLEM ANALYSIS**

Ability to identify the problem, analyze relevant information while relating data from different sources, and determine appropriate response.

### **NO. 3 - INTERPERSONAL RELATIONS**

Ability to be sensitive to the concerns of others and have empathy for their point of view. Ability to work in a politically charged atmosphere with political sensitivity, diplomacy, and tact.

## **REFERENCE LIST**

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

## **PRIMARY REFERENCE MATERIAL**

**EFFECTIVE SUPERVISORY PRACTICES**, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

**NOTE: Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.**

**ADVANCED SUPERVISORY PRACTICES**, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

**BUSINESS COMMUNICATION**, Ruch, William V. and Crawford, Maurice L., Macmillan Publishing Co., 866 Third Avenue, New York, New York 10022, 1991.

**INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS** (Training Manuals):

Chief Officer, 2nd ed., 2004.

Fire and Emergency Services Instructor, 7th ed., 2006.

**NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:**

**MANAGEMENT IN THE FIRE SERVICE**, Carter, Harry R., and Rausch, Erwin, NFPA, Quincy Mass., 4th ed., 2008.

**OTHER RECOMMENDED PUBLICATIONS:**

**BUSINESS COMMUNICATIONS**, Dumont, Raymond, and Lannon, John, Southeastern Massachusetts University, Little, Brown and Company, Boston, 2nd ed., 1987.

**MUNICIPAL FIRE AND POLICE CIVIL SERVICE LAW**, Louisiana Revised Statute Title 33:2531, et seq.

**EFFECTIVE PUBLIC RELATIONS**, Cutlip, Scott M./Center, Allen M./Broom, Glen M., Prentice-Hall, Inc., A Simon & Schuster Company, Upper Saddle River, NJ 07458, 8th ed., 2000.  
**STATE OF LOUISIANA FIRE SERVICE BILL OF RIGHTS**, Louisiana Revised Statutes, Title 33, Chapter 4, Part II, Subparts: B-2 & H

**FUNDAMENTALS OF CRIMINAL INVESTIGATION**, O'Hara, Charles E., Charles C. Thomas Publisher (Bannerstone House), 2600 South First Street, Springfield, IL 62794-9265, 7th ed., 2003.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.